

From: [Cochran, Robert B](#)
To: [DHHS Cherokee](#)
Subject: FW: [External] Updates: Child Welfare Operational Procedures
Date: Monday, April 2, 2018 11:07:51 AM

FYI, this memo went out to CCDSS Child Welfare staff just now.

From: Bob Cochran [mailto:bob.cochran@cherokeeconomy-nc.gov]
Sent: Monday, April 02, 2018 11:06 AM
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Cc: Cochran, Robert B <Robert.Cochran@dhhs.nc.gov>
Subject: [External] Updates: Child Welfare Operational Procedures

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Good morning. The changes below apply to Child Welfare services only. Some of these changes have been implemented already. All others are effective immediately. Please read them carefully and address any questions or concerns with your supervisor.

1. Until further notice, no Cherokee Co. DSS child welfare records may be destroyed. Documentation may be added to existing child welfare records, but no deletions may occur nor changes made to past documentation. These restrictions are by order of District Court Judge Tessa Sellers on March 14, 2018.
2. No child welfare case (i.e. CPS, In-home, foster care) may be closed until the agency closes it. Individual Social Workers do not have the authority to close a case. It is an agency case and as such, it must be an agency decision to close. This requires supervisory oversight and approval.

- a. All monitoring contacts with the child and family must continue until the case is officially closed.
3. We can expect to receive calls from individuals regarding Child Visitation Agreements (CVAs) that have now been declared illegal by a district court judge. Please refer all such calls to Robert Cochran (x255), Lyn Osteen (x235) or Brian Vogl (also x235).
 - a. Supervisors should be immediately informed whenever such a referral is made.
 - b. The case record should also be documented of both the referral and the supervisory notice.
4. We are also likely to experience an influx of clients wanting copies of their records. There have already been several in this regard. Such requests should be discussed with a Child Welfare supervisor so that all legal guidelines will be followed.
 - a. A typed listing of all documents that are copied and provided to individuals must be created, signed and dated by the individual receiving the copies, as well as the Social Worker overseeing this process. This document should then be placed in the case record.
5. All face-to-face contacts for case-related matters must be verified in writing by signature of an adult participating in the meeting. Social Workers should use monthly contact forms in CPS In-Home and Foster Care, Safety Assessments/Agreements, other forms that require signature, or by using a Face-to-Face contact form that has been created for this purpose (see attached). The signed forms should then be filed in the case record.
6. During normal workdays, the only staff eligible to perform intake duties are those who have completed both state pre-service and state intake training. According to records we currently have, this appears to be Clesia Wells, Kendrick McDonald, Jeryl Waddy, Tami Mileti, Kristy Green, and Elisabeth Nantz.
7. We must have 100% compliance with staff using the agency In/Out board at all times. The needs of child welfare require exceptionally strong teamwork. Knowing when and where team members can be reached is essential.
8. All regular case documentation should continue to be placed on the share drive. However, it should also be printed and put in the case record on a weekly basis.
 - a. Documentation of contacts Social Workers have while performing on-call/after-

hours duties must be completed within 24 hours, printed and placed in the case record.

9. All regular casework documentation must be current within seven days of each contact/activity. If a staff member needs a plan for how to accomplish this, he/she should talk with their supervisor.
10. As discussed earlier, all work for this agency must be recorded as time worked on your payroll timesheet. This being said, staff should not generate excessive comp time unless they are dealing with sustained unusual circumstances (e.g. above-standard caseload, emergency situations, special assignments, etc.).
11. Unless it's an emergency, Child Welfare Social Workers should not initiate contact with our contracted agency attorney. If there are questions or issues to be addressed relative to a legal matter, these should be taken to your assigned supervisor (i.e. Lyn Osteen, Brian Vogl, Ros Thompson or Brandy Wilkins).
12. Staff should have no contact with the media regarding this agency. Any requests for comment should be directed to Robert Cochran for child welfare matters and to Cindy Palmer for all other matters.
13. The link to the modified Child Welfare policy manual is <https://nccwta.org/index.php?Knowledgebase/List/Index/12/pilot-policy-manual>
 - a. This manual contains policy for CPS Intake, assessments, in-home services and permanency planning.
 - b. Once you go to the NC Child Welfare Technical Assistance website using the link above, click on one of the three pdf documents at the bottom, entitled, "modified manual intake assessments in-home permanency planning."
 - c. Policy for all other areas of child welfare are still addressed on the NC DHHS manual website: <https://www2.ncdhhs.gov/info/olm/manuals/dss/>
 - d. Please bookmark both of these websites as we will need to reference these policies frequently and maintain strong alignment with them going forward.

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